

NETWORK MANAGER REPORT



JULY 2009

SUBMITTED BY Barrett Gilbreath, General Manager

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OVERVIEW

Operations

With license renewal season quickly approaching, July proved to be a very busy month for Alabama Interactive. AI's main focus in July was completing updates and enhancements to existing applications in preparation for the 2009 fall renewal season. Over the month, the team made nine updates to existing applications.

Highlights for the month were:

- AI met with the Supreme Court of Alabama to discuss a new merchant service application. The new application will allow a more convenient way for attorneys to file, request and pay for court documents online. Currently attorneys are required to file online and submit a paper check and documentation to the Supreme Court. This has proven inconvenient for attorneys outside the Montgomery area.
- The Inmate Banking Deposit System for the Alabama Department of Corrections continues to grow each month on a rapid pace. The number of Inmate Banking transaction increased by 43% over last month and deposited nearly \$45,000 into the inmate's accounts.
- Submissions for the Alabama State Board of Social Work Examiners License Renewal application have increased 70% from July 2008 to July 2009. This application allows the state's social work examiners to renew their license online.
- An update was completed for the Department of Conservation and Natural Resources, Becoming an Outdoor Woman. This application allows constituents to register for workshops this fall. The update included adding a registrant waiting list to the existing application.
- The number of active subscribers for the Alabama Criminal Justice Information Center (ACJIC) Background Check subscription increased by 50% since July 2008, bringing the total number to 132.
- AI met with the Alabama Board of Child Abuse and Neglect Prevention to discuss two new applications. One being a new Fatherhood Forum where single fathers will be able to ask the agency and other single fathers questions. The second application discussed was one which would let users apply for online grants provided by the Alabama Board of Child Abuse and Neglect Prevention.
- The Alabama Department of Revenue Trip and Fuel Permit application has seen a 68% increase in transactions from July 2008 to the present. This application allows those carriers who operate a qualified motor vehicle in Alabama without the required fuel identification markers to purchase a permit online. Permits must be obtained before such vehicles enter into the State of Alabama.

Marketing

During the month of July AI spent a significant amount of time completing updates to a number of renewal applications which were set to launch in July. Currently the Marketing team has been working closely with the agencies to make the final adjustments to all applications and increase awareness of the renewal season.

The marketing team also completely revised a poster for the Alabama Department of Labor, Child Labor Division. This poster must be displayed in every establishment employing a child under the age of 18.

Customer Service

Although July was a more routine month regarding customer service calls and emails, the team has kept busy in preparation of the renewal season starting. The customer service team has taken extra steps this year, working toward the renewal season, to ensure every concern and question is resolved well before the renewal season kicks off.

AI continues to help visitors to the alabama.gov site through live chats and customer service phone calls. The team at AI answered 168 live chats in the month of July and many more phone calls with wide-ranging questions about a variety of state services. Theresa Butler had this to say about Alabama Interactive and the Inmate Banking System, "Thank you so much for this...now I will not have to worry about money orders and how long it will take to get to him. This is a great move by the Department of Corrections and the State of Alabama."

Development

The AI Dev-Share team held two very productive meetings in July. During the first meeting the Dev-Share team reviewed and completed a detailed training of the processes and procedures for assessing issues with the Motor Vehicle Records system. The team also completed a detailed write up of the steps which should be taken in the event the on-call person receives a call about the system being down or having issues. During this meeting the team also went through the full list of applications and made sure each application was assigned to a developer as the primary technical point of contact. With the recent staff changes, this complete list of applications will help AI balance each developer's work load and give ownership to projects which have been handed from one developer to another.

During the second meeting the AI Dev-Share team discussed, in detail, the configuration and setup of Resin and Apache on the production server. This opportunity gave each member of the team a better understanding as to the setup of Alabama Interactive's application server environment within the data center. Also, The Dev-Share team should now have an understanding on how to setup new Resin and Apache environments to match Alabama Interactive's current setup. The team also discussed the special configurations which are present on the alabama.gov server which allows it to have special functionality independent of the other servers.

Another big accomplishment for the AI Dev-Share team this month was the completion of the NFS migration on all production servers. This move will give Alabama Interactive better server performance and help keep AI's environment more stable and consistent within the data center.

PROJECT REPORT

Completed New Applications for 2009

| Agency | Application | Description | Date Completed |
|--|-------------------------------|---|----------------|
| Alabama State Board of Social Work Examiners | Exam Registration | Allows approved candidates to re-take the social work licensing exam | 01/05/2009 |
| Alabama Real Estate Commission | New Course Registration | Allows instructors to submit courses online for approval | 01/06/2009 |
| Alabama Department of Revenue | Abandon Vehicles Title Search | Allows subscribers to locate last known lien holder of an abandoned vehicle | 02/27/2009 |
| Alabama Department of Finance | Alabama Stimulus Website | Outlines the distribution of state stimulus funds | 02/27/2009 |
| Alabama Department of Conservation and Natural Resources | Boat Registration | Allows County Probate Offices to interface with the DCNR system online | 03/02/2009 |
| Alabama Real Estate Commission | Approved Course | Allows licenses to view the courses approved by AREC | 03/05/2009 |
| Alabama Department of Revenue | Merchant Services for ETAPS | Provide Merchant Services for the ETAPS application through partnership with 3M | 03/13/2009 |
| Alabama Department of Corrections | Inmate Banking Deposit System | Allows for online deposits to the inmate's canteen account | 03/19/2009 |
| Alabama Department of Education | Merchant Service | Provide merchant service for certificate renewals | 03/23/2009 |
| Alabama Board of Respiratory Therapy | Initial License Application | Allows users to apply for license online | 04/02/2009 |
| Alabama Board of Cosmetology | Group Verification | Allows users to have access to group verification online | 04/28/2009 |
| Alabama Department of Public Health | EMS Provider License Renewal | Allows brick and motor buildings to renew licenses | 05/13/2009 |
| Alabama Board of Court Reporting | Initial License Application | Allows users to apply for license online | 06/04/2009 |
| Alabama Department of Insurance | Merchant Service | Provide merchant service for Producer Directory CD | 06/09/2009 |

Completed Updates for 2009

| Agency | Application | Description | Date Completed |
|---|--------------------------------|--|----------------|
| Alabama Department of Revenue | IFTA/Trip and Fuel | Made updates to existing application | 01/20/2009 |
| Alabama Real Estate Commission | Certification | Updates to existing application | 01/27/2009 |
| Alabama Electrical Contractors Board | License Renewal | Made updates to current statutory and late fees, receipt and database | 01/30/2009 |
| Alabama Department of Public Health | EMT License Renewal | Updates to export script, audit function and receipt confirmation | 01/30/2009 |
| Alabama Criminal Justice Information Center | Background Checks | Add option for bulk uploads and implement discounts for large searches performed by government officials | 01/30/2009 |
| Alabama Ethics Commission | Lobbyist Registration | Updates to intranet and data files | 01/30/2009 |
| Alabama Alcoholic Beverage Control Board | Initial Application | Update to collect previous license data on new applications | 01/30/2009 |
| Alabama Alcoholic Beverage Control Board | Initial Application | Update to exempt state agencies to be exempt from fees | 02/17/2009 |
| Alabama Department of Public Health | Child Health Insurance Program | Add additional buttons to application | 02/20/2009 |
| Alabama Department of Revenue | Tax Extension | Update form to remove particular applications from instructions | 02/20/2009 |
| Alabama Board of Mental Health and Mental Retardation | Exam Application | Updates to Certificates | 02/26/2009 |
| Alabama Department of Public Health | EMS Renewals | Allows facilities to renew numerous licenses with one payment | 02/25/2009 |
| Alabama Board of Interpreters and Translators | Permit and License Renewals | Updates to existing fees | 02/27/2009 |
| Alabama Department of Education | Certification Requests | Adding additional validation for social security number | 02/27/2009 |
| Alabama Department of Public Safety | Merchant Service | Update to field in Web service | 02/27/2009 |

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| Home Builders Licensure Board | Initial Application | Rewrite of existing application | 03/01/2009 |
| Alabama Real Estate Commission | Initial Course | Updates to existing applications | 03/01/2009 |
| Alabama Board of Professional Engineers and Land Surveyors | Continuing Education Log | Update to application used to log CE hours | 03/16/2009 |
| Alabama Real Estate Commission | Course Renewal | Updates to existing applications | 03/19/2009 |
| Alabama Board of Professional Engineers and Land Surveyors | License renewals | Update to renewal application to include continuing education hours from log | 03/20/2009 |
| Alabama Criminal Justice Information Center | Criminal Histories | Add notification of discount quantities | 03/20/2009 |
| Alabama Alcoholic Beverage Control Board | Initial Application | Allow county users to change license type | 03/27/2009 |
| Alabama Bar Association | Sections Updates | Updates to 2009 sections | 04/01/2009 |
| Alabama State Board of Social Work Examiners | License Renewals | Creation of intranet for license renewal | 04/02/2009 |
| Alabama Real Estate Commission | Certifications | Updates to existing applications | 04/03/2009 |
| Alabama Board of Education | Merchant Service | Updates to existing application | 04/06/2009 |
| Alabama Bar Association | Annual Registration | Update to 2009 conference registration | 04/21/2009 |
| Alabama Board of Cosmetology | License Renewal | Updates to existing application | 04/30/2009 |
| Alabama State Board of Chiropractic Examiners | Facility Renewal and Initial License | Updates to existing applications | 05/04/2009 |
| Alabama Farmer's Market | Shopping Cart | Rewrite of current application | 05/08/2009 |
| Alabama Board of Cosmetology | License Renewal | Update to fees | 05/13/2009 |

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| Alabama Alcoholic Beverage Control Board | Initial Application | Updated functionality and added inter agency transfer | 05/15/2009 |
| Alabama Board of Nursing | Reinstatement | Updates to existing application | 05/20/2009 |
| Alabama Department of Conservation and Natural Resources | Magazine Update | Allows citizens to pay for licenses, gifts, subscriptions at same time | 05/22/2009 |
| Alabama Alcoholic Control Board | License Renewal | Adding interagency transfer to renewal, updates to dates | 06/01/2009 |
| Alabama Department of Conservation and Natural Resources | Alligator Hunt | Updates to existing application | 06/02/2009 |
| Alabama Secretary of State | Uniform Commercial Code Filings | Allow several amendments to a single file to occur in the same day | 06/06/2009 |
| Alabama Board of Nursing | Endorsement Application | Updates to email receipt | 06/12/2009 |
| Alabama Board of Court Reporting | Renewal Application | Updates to existing application | 06/15/2009 |
| Alabama Board of Cosmetology | Renewal Application | Add Discover and American Express payment options | 06/22/2009 |
| Alabama Home Builders Licensure Board | Expired Application | Rewrite of existing application | 06/22/2009 |
| Alabama Board of Cosmetology | License Renewal | Change late fees for all renewal types | 7/01/2009 |
| Alabama Home Medical Equipment Services Providers | License Renewal | Date changes to existing application | 7/01/2009 |
| Alabama Department of Revenue | Trip and Fuel | Updates to existing application | 7/06/2009 |
| Alabama Board of Registration for Foresters | License Renewal | Updates to existing application | 07/06/2009 |
| Alabama Department of Conservation and Natural Resources | Becoming an outdoor woman | Updates to fall registration | 7/15/2009 |

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|--|-------------------|--------------------------------------|-----------|
| Alabama Board of Auctioneers | License Renewal | Update to existing application | 7/20/2009 |
| Alabama Department of Mental Health | Exam | Change name and Certificate | 7/21/2009 |
| Alabama Department of Conservation and Natural Resources | Coastal Bird fest | Update to existing application | 7/24/2009 |
| Alabama State Board of Respiratory Therapy | License Renewal | Date changes to existing application | 7/31/2009 |

In Testing...

| Agency | Application | Description | Status | Target Date |
|--|--------------------------------------|--|---|--------------------|
| Alabama Department of Revenue | Initial Business Privilege Tax | Allows users to complete the initial privilege tax online | This application is in agency testing. | March 2009 |
| Alabama Board of Cosmetology | Electronic Inspections Application | Allows users to inspect facilities on site using mobile devices | This application is in agency testing | TBD |
| Alabama Board of Cosmetology | Group Verifications | Allows users to verify licenses | This application is in internal testing | August 2009 |
| Alabama Real Estate Commission | Official Document Printing | Allows licensee to approve or license via menu | This application is in internal testing | July 2009 |
| Alabama Department of Public Health | Child Health IVR Solution | Allows users to make AllKids payment via phone | This application is in agency testing | April 2009 |
| Alabama Secretary of State | Corporation Certificate of Existence | Allows users to purchase certificate of existence | This application is in agency testing | December 2008 |
| Alabama Department of Revenue | Auto Dealers License Renewal/Initial | Allows auto dealers to renew and apply for license online | This application is in internal testing | October 2008 |
| Alabama Department of Public Safety | Accident Report Sales | Update to existing application | This application is in agency testing | TBD |
| Alabama Board of Home Medical Equipment Services Providers | Initial License | Allows users to apply for license online | This application is in agency testing | July 2008 |
| Alabama Department of Labor | Child Labor Work Certificates | Allows employers to purchase work certificates for employed minors | This application is in agency testing | August 2009 |
| Alabama Bar Association | Shopping Cart | Allows users to purchase BAR book online | This application is in agency testing | July 2009 |

In Development . . .

| Agency | Application | Description | Status | Target Date |
|--|---|--|--|----------------|
| Alabama Real Estate Commission | Pre/Post License Instructor | Allows instructor to apply to teach online | This application is in the pre project phase | TBD |
| Alabama Real Estate Commission | New School Registration | Allows instructor to register their school online | This application is in development | TBD |
| Alabama Secretary of State | Corporate Name Reservation | Allows corporations to reserve business names | This application is in the pre-project phase | TBD |
| Alabama Department of Labor, Elevator Division | Merchant Service Application | Provide Merchant Services to agency | This application is in the pre-project phase | June 2009 |
| Alabama Department of Labor, Boiler Division | Merchant Service Application | Provide Merchant Services to agency | This application is in the pre-project phase | June 2009 |
| Alabama Board of Licensure for Professional Geologists | Professional Geologists License Renewal | Allows licensed geologists to renew online | This application is in the pre-project phase | June 2009 |
| Alabama Board of Massage Therapy | Massage Therapists License Renewal | Allows licensed massage therapists to renew their license online | This application is in the pre-project phase | June 2009 |
| Alabama Social Work Examiners Board | Initial License Application | Allows users to apply for initial license online | This application is in pre-project phase | October 2009 |
| Alabama Manufactured Housing Commission | Re-sale Decal | Allows manufactured housing providers to apply for decals online | This application is in development | June 2009 |
| Alabama Bar Association | Exam Application | Allows recent graduates to register for the BAR exam online | This application is in pre-project phase | September 2009 |
| Alabama Board of Chiropractic Examiners | Reinstatement | Allows licensees to reinstate license | This application is in pre-project phase | October 2009 |

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|--|------------------------------|--|--|----------------|
| Alabama Electronic Securities Board | License Renewal | Allows current licensed installers to renew licenses online | This application is in development | October 2009 |
| Alabama Alcoholic Beverage Control Board | Alcoholic Representative IDs | Allows current ID holders to renew online | This application is in pre-project phase | September 2009 |
| Alabama Department of Revenue | Motor Vehicles, Form 04 | Allows lien holder filings to be submitted online | This application is in pre-project phase | October 2008 |
| Alabama Onsite Wastewater Board | License Renewal | Allows current licensees to renew online | This application is in pre-project phase | September 2009 |
| Alabama Department of Environmental Management | Merchant Service | Provide merchant service for invoices | This application is in pre-project phase | October 2009 |
| Alabama Department of Revenue | Unclaimed Vehicle Report | Provides subscribers with unclaimed vehicle information | This application is in pre-project phase | TBD |
| Alabama Department of Revenue | Construction Fee Return | Construction tax for new construction sites | This application is in pre-project phase | October 2009 |
| Alabama Criminal Justice Information Center (ACJIC) | Mapping Crime Stats | Allows users to see interactive crime maps | This application is in pre-project phase | TBD |
| Alabama Department of Child Abuse & Neglect Prevention | Fatherhood Forum | Allow single fathers to ask the agency and other single fathers questions. | This application is in pre-project phase | TBD |
| Alabama Department of Child Abuse & Neglect Prevention | Grant Application | Allows users to apply for grants online | This application is in pre-project phase | April 2010 |
| Alabama Department of Purchasing | Vendor Registration | Allows vendors for the state to register online | This application is in pre-project phase | TBD |

Scheduled Updates . . .

| Agency | Application | Description | Status | Target Date |
|--|-------------------------------------|---|--|----------------|
| Alabama Criminal Justice Information Center (ACJIC) | Limited Criminal Histories | Adding sex offender registry data | This application is in agency testing | TBD |
| Alabama Department of Conservation and Natural Resources | Shopping Cart | Update to current shopping cart | This application is in agency testing | April 2009 |
| Alabama Department of Revenue | Personalized Tag Reservations | Rewrite application to allow for easier maintenance and streamline user interface | This application is in agency testing | April 2009 |
| Alabama State Motor Pool | Online Reservation | Rewrite of existing application | This application is in development | April 2009 |
| Alabama Bar Association | License Renewals | Updates to existing application for new year | This application is in the pre project phase | August 2009 |
| Alabama Department of Conservation and Natural Resources | Phone Sales | Updates to current screens | This application is in internal testing | April 2009 |
| Alabama Department of Conservation and Natural Resources | Hunting and Fishing License Renewal | Updates to existing applications | This application is in the development phase | September 2009 |
| Alabama Department of Environmental Management | Wastewater Renewal | Re-write of existing application | This application is in the pre project phase | TBD |
| Alabama Department of Revenue | Motor Vehicle | Motor vehicle intranet | This application is in the pre project phase | August 2009 |
| Alabama Real Estate Commission | Certification | Updates to existing application | This application is in development | June 2009 |
| Alabama Real Estate Commission | Menu | Updates to existing application | This application is in internal testing | June 2009 |

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|---|----------------------|--------------------------------------|--|----------------|
| Alabama Real Estate Commission | Instructor Renewal | Updates to existing application | This application is in the pre project phase | June 2009 |
| Alabama Real Estate Commission | School Renewal | Updates to existing application | This application is in the pre project phase | June 2009 |
| Alabama Board of Nursing | Address change form | Updates to existing application | This application is in the pre project phase | August 2009 |
| Alabama Real Estate Commission | Instructor Renewal | Update to dates and receipt page | This application is in the pre project phase | June 2009 |
| Alabama Board of Physical Therapy | License Renewal | Updates to existing application | This application is in the pre project phase | August 2009 |
| Alabama Board of Examiners in Marriage and Family | License Renewal | Date changes to existing application | This application is in the pre project phase | September 2009 |
| Alabama Board of Nursing | License Renewals | LPN updates | This application is in development | July 2009 |
| Alabama Board of Nursing | Subscription Updates | Updates to existing subscriptions | This application is in development | July 2009 |
| Alabama Board of Nursing | Intranet Report | Update to existing reports | This application is in development | July 2009 |
| Alabama State Board of Public Accountancy | License Renewals | Updates to existing application | This application is in the pre project phase | August 2009 |
| Alabama Board of Cosmetology | License Renewals | Updates to existing application | This application is in development | July 2009 |
| Alabama Board of Social Work Examiners | License Renewals | Add inactive status | This application is in the pre project phase | August 2009 |
| Alabama Real Estate Appraisers Board | License Renewals | Update existing application | This application is in the pre project phase | August 2009 |

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|--|---------------------------------------|---------------------------------|--|----------------|
| Alabama Board of Nursing | Rein, Exam, Endorsement | Update Regulatory questions | This application is in agency testing | September 2009 |
| Alabama Home Builders Licensure Board | License Renewals | Application Rewrite | This application is in the pre project phase | October 2009 |
| Alabama Department of Conservation and Natural Resources | Intranet for Existing Pay Application | Updates to existing application | This application is in internal testing | June 2009 |
| Alabama Department of Environmental Management | Waste Water | Application Rewrite | This application is in development | TBD |

SERVICE REQUESTS

Service Request #209

Alabama Board of Chiropractic Examiners – Reinstatement

Alabama Interactive requests and recommends this service for the Alabama Board of Chiropractic Examiners is added to the network. The online application will be a convenience fee service and will be developed at no cost to the board.

Service Request #210

Alabama Department of Revenue – Construction Fee Return

Alabama Interactive requests and recommends this service for the Alabama Department of Revenue is added to the network. The online application will be a convenience fee service and will be developed at no cost to the board.

Service Request #211

Alabama Real Estate Commission – Official Doc Printing

Alabama Interactive requests and recommends this service for the Alabama Real Estate Commission is added to the network. The online application will be a convenience fee service and will be developed at no cost to the board.

MONTH IN REVIEW

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| Total July AI Network Transactions: | 443,100 |
| Average Successful Request per Day: | 14,294 |
| Total July alabama.gov Visitors: | 297,045 |
| Total July alabama.gov Page Views: | 1,090,986 |
| Total July alabama.gov Chats or Offline Messages from Live Help: | 410 |

OPERATIONS & ADMINISTRATION

In the month of July, AI is focused on the upcoming renewal season. Alabama Interactive's project managers have been working very close with each of our partners to ensure successful and problem free renewal season. AI also welcomed Jessica Govan as a Project Manager for the portal. Jessica received her Bachelors of Communications and Informational Sciences from the University of Alabama.

OTHER BUSINESS/IN CLOSING

In closing, July brought an end to a very busy month. We are looking forward to the coming months with new service offerings, license renewals and higher adoption.

As always, your advice and support are appreciated. Please feel free to call on me with any questions or comments. I can be reached at 334-261-1988, or email at barrett@alabamainteractive.org

Respectfully Submitted,

Barrett Gilbreath